



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Hamilton County Telephone Co-Op.**  
**for quarter ending September 30, 2008**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.99	4.39	4.61	4.33
B. Operator Answer Time - Information [730.510(a)(1)]	4.39	5.63	4.74	4.92
C. Repair Office Answer Time [730.510(b)(1)]	5.08	4.72	4.84	4.88
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.08	4.72	4.84	4.88
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	3.65	3.35	2.63	3.21
H. Percent Repeat Trouble Reports [730.545(c)]	1.00%	0.00%	0.00%	0.33%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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